



Community Partner Briefing

News from Covered California

Volume: 2, Issue: 13

October 21, 2015

RENEWAL & OPEN ENROLLMENT



Countdown to 2016 Coverage

Are you ready for the Open Enrollment season? Covered California's Renewal period started as of October 12, 2015 and Open Enrollment begins in **11 days!**

2016 Plans and Benefits Update Webinar

Watch the [webinar outlining new health and dental plan offerings](#) available through the Individual Marketplace. The webinar covers new offerings in the marketplace and important changes to the Covered California's standard benefit designs.

Covered California now has Family Dental Plans for 2016! Don't miss the information on our website

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REMINDERS

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- [Tools to Help You Ease Consumer Concerns over](#)

Benefits Update Webinar cont.

[here](#) or the presentation in the Renewal Tool Kit [here](#).

Introducing Two New 2016 Covered California Health Plans



Oscar Health is a new health plan now available through CoveredCA.com this year, serving Los Angeles and Orange Counties. Visit their [broker resources page](#), where you can find information on Oscar's plans, network and other resources to help you as you interact with consumers. Community Partners must be contracted to sell plans through Oscar Health. To get appointed with Oscar Health [visit their website](#) and contact one of their General Agent partners listed on the site.



UnitedHealthcare is another new offering on CoveredCA.com for 2016. Consumers can choose between the Core PPO and Core Essential EPO plans, giving them access to UnitedHealthcare's entire Core and Core Essential network, including physicians and facilities in California, Arizona and Nevada. UnitedHealthcare plans are available in these areas:

- *Northern California (Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba)*
- *Santa Cruz, Monterey, San Benito*
- *Fresno, Kings, Madera*
- *San Luis Obispo, Ventura, Santa Barbara*
- *Mono, Inyo, Imperial*

Partners must be contracted to sell plans through UnitedHealthcare. To get appointed with *Benefits*

Premium Costs

- [County Contact List for Medi-Cal Assistance for Immigrant Californians](#)

OUTREACH TOOLS

- [Open Enrollment Webinar Schedule](#)
- [Individual Marketplace Online Enrollment Portal](#)
- [Open Enrollment Paper Calculator](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
 - a. [English](#)
 - b. [Spanish](#)
- [Renewal Toolkit](#)
- [School Educator Partner Toolkit](#)
- [Covered California Print Store](#)
- [Covered California Store](#)
- [Social Media Toolkit for Individual Marketplace](#)
- [Webinar & Briefings Archive](#)

IMPORTANT DATES

- 10/12 – Start of renewal season for 2016 coverage
- 11/1 – Start of Open Enrollment season for 2016 coverage

UnitedHealthcare call (800) 474-4467 and choose Option 5 or get started online at [Get Appointed](#).

You can learn more about UnitedHealthcare's offerings with Covered California, by attending the upcoming UnitedHealthcare webinar or the Covered California UnitedHealthcare member experience training on November 12, 2015. [View UnitedHealthcare webinar dates](#) or the Covered California [member experience schedule](#).

Renewal Toolkit 2016

Your renewal resources *one-stop shop*.

New Job Aids:

- [Job Aid: Enrollment Transaction Definitions](#) – Glossary of frequently used terms in the online enrollment system.
- [Job Aid: Covered California Plan Selection](#) – Step-by-step instructions for assisting Individuals with reviewing and selecting a Covered California health insurance plan and/ or family dental plan.
- [Job Aid: Renewal](#) – Illustrates renewal functionality from the consumer login.
- [Job Aid: Income Pages](#) – Directions for inputting income information in the Individual Marketplace single streamlined application.
- [Job Aid: Current Enrollment and Enrollment History](#) – Instructions for viewing enrollment records in online enrollment system.
- [Job Aid: Report a Change](#) – Instructions for making changes to consumer application information.
- [Job Aid: Single Streamlined Application](#) – Provides an overview of the Individual Marketplace single streamlined application with explanations and instructions for each page of the application

[Renewal Toolkit 2016](#)

UPCOMING OUTAGES

- Sunday, October 25, 2015 from 8:00 a.m. to Sunday, October 25, 2015, 2015 at 11:00 p.m.

PREVIOUS ISSUES

[October 8, 2015](#)
[September 23, 2015](#)
[September 11, 2015](#)
[August 26, 2015](#)
[August 12, 2015](#)
[July 29, 2015](#)

Recertification Training is Available!

Time is running out for Covered California Certified Counselors to complete recertification training. The recertification training is now available in the Learning Management System (LMS).

The deadline to complete Recertification Training is October 31, 2015. Those who do not finish will risk deactivation from the program and will not be able to assist consumers with enrollment.

The recertification training is available online. For a step-by-step guide to reset your Login ID and password, please refer to the [LMS User Guide](#).

Need help or have questions regarding Recertification Training? Contact the Training Help Desk at CCULearning@covered.ca.gov.

WEBINARS

Covered California Health Plan Regional Rates

Today, Covered California presented a webinar providing an overview of the 2016 Regional Rate and Plan Information Booklet to support Community Partners as they assist consumers with understanding their enrollment options. View the [webinar](#) and [2016 Regional Data Sheets](#) online today.

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

Department of Managed Health Care (DMHC)

Next Wednesday, October 28th, the Department of Managed Health Care (DMHC) will present a



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

CoveredCA.com
(800) 300-1506

webinar to educate partners about the organization, their regulatory function and how they service consumers.

Mark your calendars:

Wednesday, October 28, 2015
2:00 p.m. - 3:00 p.m.

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

APPLICATION UPDATES

Certified Enrollment Counselor and Certified Application Counselor Portal Login Issues Due to Expired Passwords

Have you recently had trouble logging onto the Certified Enrollment Counselor and Certified Application Counselor Portal for the single streamlined application? It may be because your password has expired. The Counselor and Certified Application Counselor Portal now requires counselors to reset their password every sixty days to ensure the safety of both counselor and client information.

When your password expires, the system will prompt you to reset your password. You must enter your current password and answer your security questions correctly. If you fail to do either, or have not set up security questions, you will be redirected to a Contact Us page.

As always, when setting up an online account or resetting your password, you must adhere to Covered California's [password standards](#). If you continue to have login issues, contact the Counselor Service Center for assistance.

PARTNER RESOURCES

New Partner Storefront Website & Promotional Video

Covered California is ramping up efforts to promote the Community Partner Storefront Program to consumers this year during Renewal and Open Enrollment. In support of that, the consumer-side of the Partner Storefront Website has been updated to make it faster and easier for consumers to find a storefront near them.

In order to meet the increased level of interest in the Partner Storefront Program this quarter, we encourage you to [apply to become a Community Partner storefront](#) today and take advantage of the great resources and support for participating partners. Check out the [User Guide](#) we'll be sharing with consumers.

Shop & Compare Tool Updates

Covered California's [Shop & Compare tool](#) has been updated for Open Enrollment! Visit the tool online for early access to 2016 Health Plan Rate information and resources to come soon.

Updated Print Materials Available

You can now order printed Open Enrollment brochures and factsheets online. View the marketing materials on the [Printable Materials toolkit](#) and visit our [official print store](#) to order:

- NEW! 2015/2016 Open Enrollment Paper Calculator
- New! 2015/2016 Enrolling in Quality Health Coverage
- Enrolling in Quality Health Coverage

Print Materials cont.

- Getting Affordable Health Coverage in California

Please note: These pieces are available in both English and Spanish.

SOCIAL MEDIA

Social Media Toolkit Updated for Renewal and Open Enrollment

Covered California has updated the [library of social media tools for partners](#) for Renewal and Open Enrollment! Access the toolkit for pre-approved content in Spanish and English, shareable images and profile pictures for Facebook and Twitter for you to share online as you promote Covered California's offerings to your social media followers.

CEC/PBE Help Line Hours

Covered California's CEC/PBE Help Line

Phone: (855) 324-3147

Monday thru Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737

LMS Help Desk Support

Contact LMS Help Desk Support at CCULearning@covered.ca.gov.

Questions or comments about our articles or to **suggest** articles on other important informational topics to us, email: OutreachandSales@covered.ca.gov.

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